

E-01345A-05-0816



0000039974

ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

4700

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2006 - 49454

Date: 1/25/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Gladys P.

McQuagge

Account Name:

Gladys P. McQuagge

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

[REDACTED]

CBR:

State:

AZ Zip: 85324

is:

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:

For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

\*\*\*\*E-01345A-05-0816\*\*\*\*

Following letter sent to Commission and received 1/24/06 -

1-23-06

Why should the public pay for APS gas and ours too. With all they add to our bills should be enough and that's before taxes.

With natural gas going up and gas for our cars. People on SS and low income families. Even people with decent wages has a hard time.

If they would not give bonuses they would have money to keep their plant up to inspection.

If you do let them raise their rates, please remember the rest of us.

Thank you

Gladys P McQuagge

[REDACTED]

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

AZ CORP COMMISSION  
DOCUMENT CONTROL

2006 JAN 26 1 A 9:31

RECEIVED

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

---

Following response sent to customer on 1/25/06 -

Dear Ms. McQuagge:

Your letter regarding the Arizona Public Service Co. ("APS") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the APS application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at [REDACTED]

Sincerely,

Deborah Reagan  
Public Utilities Consumer Analyst  
Utilities Division  
\*End of Comments\*

**Date Completed: 1/25/2006**

**Opinion No. 2006 - 49454**

---